

October 8, 1999

Dear Valued Customer:

By now we have all received mass amounts of communications and information regarding the Year 2000 issues. Here is yet another important one.

Scantron Service Group, as your vendor of choice for maintenance and support, has spent considerable time and resources in ensuring our companies systems are compliant with the date change. We are comfortable that we have readied our business so as not to affect yours. We look forward to the new year and business as usual in most respects.

We suspect that not all companies and businesses are as ready as yours and ours. With that in mind, we are anticipating and preparing for an unusually high number of service requests upon the turn of the century. Our strategy in dealing with these Y2K issues and requests is twofold:

- 1) We will respond to "normal" service requests for equipment covered under maintenance as our highest priority. In other words, you as a paying maintenance customer, ready for the Year 2000, should not be affected by others' Y2K issues.
- 2) Since our hardware maintenance service contracts do not cover failure or downtime caused by Y2K non-compliance, we will treat these requests as billable service on an "as available" or "best effort" basis. These will be billable at our then current hourly rates.

We are doing our best to prepare for the workload which may result from the date change on January 1, 2000. We are scheduling all available personnel and resources in order to best respond to this challenge, should it become a reality. Hopefully, it will be a nonevent.

The Scantron web site includes detailed information on our Year 2000 readiness. The site serves as Scantron's official communication on the subject and is updated frequently to provide our customers with the most accurate information possible. Please encourage your key Y2K managers to visit the web site at [www.scantron.com](http://www.scantron.com).

We trust you have already addressed these issues within your businesses. If we can be of assistance as a resource to you between now and the new year, please don't hesitate to ask. Thank you for the past and ongoing opportunity to be your service provider of choice.

Here's to a good rest of 1999 and a Happy New Year 2000.

Respectfully,



Bryan K. Mattila  
VP Operations

BKM/laf